

Agency Operations Plan 2015-2017

Agency:

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| Department of Human Services |
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Line of Business: (optional)

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Contact:

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Technology Strategy:

The mission of the Department of Human Services is to provide quality, efficient and effective human services, which improve the lives of the people. The DHS technology strategy is to support this mission by providing responsive IT services. In order to provide the level of service required to meet the needs of our stakeholders, the Information Technology Services Division is executing a three tiered philosophy: 1) support the professional development of our internal staff; 2) promote system modernization; 3) ensure end user satisfaction through the creation of intuitive and transparent systems.

Technology Infrastructure:

DHS maintains the following major information systems to support its program operations and service delivery:

Medical Services

Medicaid Management Information System (MMIS)

Being replaced in the 2013-2015 biennium - Websphere, Oracle

Medicaid provides health care coverage for qualified low-income individuals and families. The primary function of the Medicaid Management Information System (MMIS) is the payment of Medicaid claims from healthcare providers for individuals that are enrolled in a Medicaid benefit plan. The MMIS does not determine financial eligibility. Once an individual or family is found to be Medicaid eligible, information is passed from the eligibility system to the MMIS and the beneficiary is "enrolled" into the appropriate benefit plan within the MMIS. The MMIS is composed of several sub-systems that support the following business processes and their associated functions: Beneficiary Management , Provider Management, Program Management (benefit administration and financial reporting), Payment/Operations Management (claims adjudication, pricing, prior authorizations/service limits, remittance advice, electronic funds transfer, coordination of benefits, third party liability, recoupment, mass adjustments, drug rebate, estate recovery), Care Management, and Program Integrity Management.

Pharmacy Point of Sale System

Being replaced in the 2013-2015 biennium - Websphere, Oracle

The POS system receives online requests for pharmacy claims through clearinghouses that interact with individual pharmacies.

Medicaid Decision Support System

Being upgraded in the 2013-2015 biennium - proprietary infrastructure of Truven Health Analytics, Inc.

The DSS is a specific business intelligence system for analysis of medical claim data.

Medicaid Eligibility and Economic Assistance Policy

Vision - Allfusion Gen, DB2

Being replaced in the 2015-2017 biennium – Websphere, Oracle

This system determines eligibility and benefit levels for the Temporary Assistance for Needy Families (TANF) and determines eligibility for Medicaid for all children and family coverage groups.

TECS (Technical Eligibility Computer System)

COBOL/CICS, various DB

Being replaced in the 2015-2017 biennium – Websphere, Oracle

This is DHS's information system used for determining client and case eligibility for Supplemental Nutrition Assistance Program (SNAP) and Medicaid Aged, Blind and Disabled coverage groups. TANF (interfaced through Vision) and SNAP benefit payments are generated from this system. SNAP data is populated into the DataProbe data warehouse system.

LIHEAP (Low Income Heating Assistance Program)

Natural, ADABAS

Being replaced in the 2015-2017 biennium – Websphere, Oracle

This system is designed to keep track of client and vendor (utilities, heating oil suppliers, etc.) records and determine appropriate benefits for those eligible for low income heating assistance. It calculates benefit levels, tracks amounts paid to vendors, maintains statistical information on clients and provides reports and notices.

Child Care Assistance

Natural, ADABAS

Being replaced in the 2015-2017 biennium – Websphere, Oracle

This system is designed to enter information for payments for child care recipients on a monthly basis.

OASYS (On-Line Application System)

This system allows the public to submit an application for benefits via a secure web site. Additionally, beneficiaries can provide updated information at the time of their annual review or if they have a change in circumstances, i.e. household composition, income, assets, or other information that would impact their eligibility status.

Child Support

FACSES (Fully Automated Child Support Enforcement System)

Natural, Adabas

Child Support has multiple websites that allow clients to see their case information, make payments electronically and pay their obligations via credit card. Employers are able to submit new hire information, employee terminations and pay their income withholding via the Child Support web applications.

FACSES is designed to be used by State Child Support and Clerks of Court to maintain and manage child support enforcement activities such as establishment of paternity, court order establishment and enforcement, locate and new hire reporting. It maintains financial records pertaining to the accrual of support obligations, collection and receipt support and is designed to distribute all support collected according to existing distribution laws.

Children and Family Services

FRAME

Websphere, DB2, Oracle Cognos Data Warehouse (Sequel Server ETL)

The FRAME system provides a single presentation interface with the functions necessary to support the workflow and business processes and federal requirements of the county Child Welfare community, including the documentation and tracking of in-home services, family preservation, child abuse and neglect, foster care, and adoption activities. The FRAME application is integrated with the Department's Master Client Index solution. The FRAME application reporting and business intelligence solution includes the use of Cognos both for the transactional reports and those running on the Department's enterprise data warehouse.

CCWIPS (Comprehensive Child Welfare Information Processing System)

Natural, ADABAS

CCWIPS is utilized by state office personnel for all cases administered by licensed child placing agencies. CCWIPS generates all payments for foster care and subsidized adoption.

Mental Health and Substance Abuse

ROAP (Regional Office Automation Program)

MIS e/CET Advantage suite is a commercial off the shelf product hosted at ITD

Beginning replacement process in the 2013-2015 biennium. This replacement project also incorporates the State Hospital system.

The ROAP application is used to support client demographics, clinical scheduling and service recording, accounts receivable, billing, clinical intakes and assessments, medication management, treatment planning, progress notes, clinical document management, e-prescribing and physician order entry for the DHS Regional Human Service Centers.

Developmental Disabilities

Therap for STATES

Therap is a commercial off the shelf product hosted at Therap Services.

Therap Services provides a web based solution designed to meet the needs, business practices, security requirements and reporting requirements of the Developmental Disabilities (DD) community of practice and supporting agencies, including providers, ND state program management related functions. The Therap application is integrated with the Department's Master Client Index solution. NOTE: the Developmental Center providers also use this system; however, they use Therap for PROVIDERS.

Vocational Rehabilitation

AWARE Enterprise (AWAREND)

AWARE Enterprise from Alliance Enterprises is a web-based, fully integrated, comprehensive COTs case management software system designed to support the business functions and needs of Vocational Rehabilitation agencies and used by the Division of Vocational Rehabilitation in support of their service delivery. The solution runs on Intel/AMD based hardware and Microsoft operating systems and server application software. The application is hosted by ITD using ITD web proxy configuration, ITD High Availability (HA) VMWare cluster, and ITD Microsoft SQL Server Fail Over (FO) Cluster capabilities. Production data is replicated real-time using Echostream to an identical disaster recovery (DR) hardware platform housed in the ND State DR data center. IBM Tivoli Storage Manager maintains daily backups. AWARE Enterprise is integrated with the STATE's Master Data Management solution.

Disability Determination Services

Versa – AS400

Versa is a commercial off the shelf product hosted at ITD

The Versa System is a case management system that determines the eligibility for disability services.

One Center (State Hospital and Life Skills Transition Center)

AIMS (Advanced Institutional Management Software)

AS400, RPG II

Beginning replacement process in the 2013-2015 biennium. This replacement project also incorporates the Mental Health & Substance Abuse (ROAP) system.

AIMS software supports client registration, client movement, fiscal operations, physician order entry, treatment plans, progress notes and pharmaceutical activities. In 2001 the State of North Dakota opted to purchase the source code. Since 2001, ND Information Technology Department has been maintaining and modifying the source code.

COMPUTRITION

Unix, Care Tracker 15.1, Oracle 10g

The Computriton software is the Nutrition Services software used by both facilities at the One Center (North Dakota Developmental Center and North Dakota State Hospital).

Workforce Software – Advanced Scheduler

State Hospital and Life Skills and Transition Center utilize the Advanced Scheduler functionality, which is part of the Workforce Management Software to facilitate the automated scheduling of nursing and direct care staff at the facilities. This functionality is additional business rules and functions that work with the Workforce Time and Labor piece.

Aging

SAMS (Social Assistance Management Software)

Software as a Service license agreement with Harmony Systems.

SAMS software is used to manages and track client and service data for the Aging Services Division and Regional Human Service Center Aging staff. Product provides comprehensive automated web-enabled solution for information and referral programs with integration to case management, care planning, service management and reporting requirements.

Department Wide

WorkForce Time Management - EmplCenter

EmplCenter is a web based workforce management software used by the three state agencies, DHS, ITD and DOT to fully automate time and attendance processes and manage absence management. Each agency has its own instance of the application running in a virtual environment hosted by ITD. DHS non-exempt staff utilize the web clock function to clock in and out for the date, which updated on their electronic timesheet. All DHS staff utilize the time off request functions. Monthly timesheets and leave requests are processed end of month and sent to Peoplesoft for payroll processing.

Employee Security Information Tracking System (ESITS)

Websphere, Oracle

ESITS is an application that tracks current security access granted to all DHS employees and tracks any changes to security access on a daily basis. It will also track any non-DHS employees who have access to any DHS applications or resources.

Planned Activities:

New Projects:

None

Existing Projects:

Medicaid Management Information System Replacement

This project includes the implementation of the Xerox Enterprise MMIS/POS and Truven Data Warehouse solutions. The MMIS represents a complex set of business functions that work together to ensure that payments for medical services are processed in a timely and accurate manner. The POS system receives online requests for pharmacy claims through clearinghouses that interact with individual pharmacies. The DSS is a data warehouse with a sophisticated set of analysis tools to assist with the management of the Medicaid program. The current MMIS system requires replacement due to outdated architecture and difficulty in modifying it to meet the changing business needs of the Medical Services Division. Due to the integrated nature of the POS and DSS, it is necessary to include their replacement in the redesign of the MMIS.

Eligibility System Modernization Project

TECS, Vision, Child Care, LIHEAP and Health Care Reform Rewrite - Rewrite the TECS/VISION/Child Care and LIHEAP system into a web application using Websphere and storing the data in Oracle. Eligibility workers would be able to access all TANF, Medicaid Eligibility, LIHEAP and Child Care in one application.

AIMS/ROAP System Replacement

Replace the two outdated information systems utilized by One Center and the Regional Human Service Centers (Field Services) with a modern comprehensive behavioral health focused and meaningful use compliant electronic health record information system, which will serve to support the client continuum of services offered by the Department's Field Services. The current information technology solutions used by Field Services are both running on very old and outdated architecture. AIMS is running on an AS400 using RPGII. ROAP is running on a proprietary database structure with many limitations.

Business Intelligence

As we receive requests for new and/or enhanced reporting capabilities in the maintenance of our existing applications, we will assess the applicability of the request being satisfied by leveraging business intelligence (BI) solutions. BI is defined as the broad category of applications, infrastructure and technologies for gathering, storing, analyzing, and providing access to an organization's raw data to help users improve decision making.

Technologies being considered or investigated:

Mobile Device Management

DHS is looking into better management of its mobile devices. A mobile device management software will help manage all of these devices and ensure proper security of the devices and data.

Dual Factor Authentication

Currently DHS only uses a single authentication method which includes using a password to logon to all of its systems. Many of DHS' systems contain PHI and therefore need to have a higher level of security. We have seen in other states that confidential data has been breached and that severe penalties can be tied to these breaches. Therefore, multi-factor authentication needs to be used to secure the data and lower the probability of any kind of breach.

Social Media

DHS is looking into the use of social media such as Facebook and Twitter to provide better services to its clients.

Voice Dictation

DHS is looking into different options for staff to be able to dictate into a digital recorder and then have that automatically transcribed into electronic form.

Telehealth

DHS is looking into options in providing telehealth services to clients.